



**An Roinn Gnóthaí
Eachtracha agus Trádála**
Department of
Foreign Affairs and Trade

CFT 9000464: The provision of Website Cookie Consent Management Services for the ireland.ie Domain and dfa.ie Subdomains for the Department of Foreign Affairs and Trade (DFAT) – Clarification Questions and Answers – 29/09/2026

Message Ref No	Question	Contracting Authority Response
791260	Question 1 Current estate: Could you please confirm the current number of websites/domains and dfa.ie subdomains expected to be in scope at the start of the contract?	2 domains: ireland.ie and dfa.ie. 11 websites (more may be added to the dfa.ie domain over the contract lifetime): • https://www.ireland.ie/ • https://passportonline.dfa.ie/ • https://passporttracking.dfa.ie/ • https://passportresubmissions.dfa.ie/ • https://urgentpassportappointment.dfa.ie/ • https://ppscomplaints.dfa.ie/ • https://citizensregistration.dfa.ie/ • https://fbr.dfa.ie/ • https://marriagesabroad.dfa.ie/ • https://authentications.dfa.ie/ • https://funding.dfa.ie/

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	Question 2 Traffic volumes: Could you please provide the estimated monthly pageviews for the websites currently in scope, including any expected seasonality?	Available analytics show a combined average of at least 9.13 million page views per month: • www.ireland.ie : 3.8 million • www.dfa.ie subdomains with analytics data: 5.33 million This is a minimum rather than a full-estate estimate because six dfa.ie subdomains do not have separate page-view analytics. www.ireland.ie has peaked at 6 million page views per month. The measured dfa.ie subdomains have individual recorded peaks totalling 8.03 million page views per month, but these may have occurred in different months and should not be treated as a combined observed peak. Traffic is generally lower in winter across the estate, while several dfa.ie subdomains peak during spring or early summer, and www.ireland.ie peaks can vary (April 2024, September/October 2025 and July 2026 year-to-date). No evidence-based growth forecast is available. For additional context: The current provider records an average of 1.07 million active-device counts per month across the entire dfa.ie domain.

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		Three sub-domains without analytics provide web applications from which approximately 8,537 official documents were issued per month. These figures confirm activity on the wider estate but cannot be converted reliably into page views. For traffic estimation, the Tenderer should therefore use: • 9.13 million monthly page views as the measured minimum average • 15 million as a conservative peak estimate, not an observed combined peak • an allowance for the six dfa.ie subdomains without page-view analytics
	Question 3 Cookie and script scanning: Could you please confirm the expected number of websites to be scanned and the required scanning frequency (e.g. daily, weekly or monthly)?	2 domains: www.ireland.ie and www.dfa.ie . List of dfa.ie subdomains: • https://passportonline.dfa.ie • https://passporttracking.dfa.ie • https://passportresubmissions.dfa.ie • https://urgentpassportappointment.dfa.ie • https://ppscomplaints.dfa.ie • https://citizensregistration.dfa.ie • https://fbr.dfa.ie • https://marriagesabroad.dfa.ie • https://authentications.dfa.ie • https://funding.dfa.ie

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		Monthly scheduled scanning is required at a minimum, with the ability for the Department to run scans outside of the schedule, on an ad hoc basis. A Tender Amendment Notice and updated Pricing Schedule have been issued to reflect this change and are available in the CFT Documents Section.
	Question 4 Current CMP and migration: Could you please confirm which CMP is currently in use and whether the existing configuration, cookie inventory and consent categories will be made available to the successful supplier to support the migration?	The Contracting Authority's current CMP does not automatically transfer configuration data to a new supplier's system/platform. The Authority can, however, extract this data itself from the current CMP. This includes cookie inventory, consent categorisation and configuration such as scanned domains and website settings. Any support the Authority provides in this regard forms part of the transition and migration requirements already set out in Appendix 1, Section 3 of the RFT, under which the successful Tenderer is responsible for supporting migration into the Service, and for providing or supporting the Authority in producing a documented implementation plan. This response does not introduce any commitment beyond what is already specified in the RFT. Any data provided for this purpose remains subject to the Authority's data-protection and confidentiality obligations. The exact scope and format of any data made available will be agreed with the successful Tenderer following contract award.

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	Question 5 Migration approach: Could you please confirm whether the migration is expected to take place across all websites/subdomains at the same time, or whether the Department anticipates a phased migration?	Migration on Ireland.ie and dfa.ie domains is expected to take place simultaneously, but migration to the individual dfa.ie subdomains may be in phases. Ireland.ie and each dfa.ie subdomain will be given its own cookie policy, allowing one policy to be updated without affecting the others.
	Question 6 Go-live timeline: Is there a target date or deadline by which the new CMP is expected to be fully implemented and live?	The new CMP must be fully tested, live and operational by 28 October at the latest.
	Questions 7 Support requirements: Could you please confirm the required support coverage, including standard support hours and whether any out-of-hours or 24/7 support is required?	The RFT does not prescribe a fixed support hours model, such as standard business hours or 24/7 support, as a mandatory baseline. Tenderers are instead required to demonstrate sufficient service-level commitments as part of their submission, including incident-report and 99.9% uptime SLAs, defined support-response timelines, a public status/uptime page, and accessible self-serve help/support documentation, as set out in Appendix 1, Section 3 (MR10 and MR11). The Tenderer must also commit to support

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		information requests for the Contracting Authority's internal change-control process (MR09) and provide migration support and exit handover support (MR04, MR05 and MR12). The service commitment assurance and exit terms (including handover support) are scored under Technical Criteria 2: Support, ongoing operation and exit (Appendix 1, Section 4). There is no minimum number of support hours mandated beyond what is necessary to meet the requirements. Tenderers should propose the service-level commitments they consider appropriate to meeting the Authority's needs, as described in the RFT.
	Question 8 Budget: Section 1.6 states an estimated expenditure of €30,000–€45,000 excl. VAT. Could you please confirm whether this amount covers the full potential three-year contract period, including the two possible extensions, or is it just for the first 12 months tenure?	The estimated cost (excluding VAT) set out in Section 1.6 of the RFT, covers the full duration of the contract including any possible extensions which is three years in total.

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792162	Question 9 Website traffic: Could you please provide the average and peak monthly website traffic/session volumes across ireland.ie and the dfa.ie subdomains expected to be covered by the Service? If available, please also provide any anticipated growth in traffic during the contract term.	Available analytics show a combined average of at least 9.13 million page views per month: • www.ireland.ie: 3.8 million • dfa.ie subdomains with analytics data: 5.33 million This is a minimum rather than a full-estate estimate because six dfa.ie subdomains do not have separate page-view analytics. www.ireland.ie has peaked at 6 million page views per month. The measured dfa.ie subdomains have individual recorded peaks totalling 8.03 million page views per month, but these may have occurred in different months and should not be treated as a combined observed peak. Traffic is generally lower in winter across the estate, while several dfa.ie subdomains peak during spring or early summer, and www.ireland.ie peaks can vary (April 2024, September/October 2025 and July 2026 year-to-date). No evidence-based growth forecast is available. For additional context: The current provider records an average of 1.07 million active-device counts per month across the entire dfa.ie domain.

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	Question 10 In-scope estate: Could you please confirm the current number and, if possible, list of dfa.ie subdomains/service portals that the successful Tenderer will be required to support at commencement of the contract? If available, please also indicate the anticipated number of additional sites/subdomains that may be brought into scope during the contract term.	2 domains: ireland.ie and dfa.ie. 11 websites (more may be added to the dfa.ie domain over the contract lifetime): • https://www.ireland.ie/ • https://passportonline.dfa.ie/ • https://passporttracking.dfa.ie/ • https://passportresubmissions.dfa.ie/ • https://urgentpassportappointment.dfa.ie/ • https://ppscomplaints.dfa.ie/ • https://citizensregistration.dfa.ie/ • https://fbr.dfa.ie/ • https://marriagesabroad.dfa.ie/ • https://authentications.dfa.ie/

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